

VACANCY ANNOUNCEMENT

VA Palo Alto Health Care System

THE DEPARTMENT OF VETERANS AFFAIRS IS AN EQUAL OPPORTUNITY EMPLOYER

All applicants receive consideration without regard to race, religion, color, national origin, non-disqualifying mental or physical disability, age (with authorized exceptions), sex, political affiliation, or any other non-merit factor.

Vacancy Annc No. 04-312(AG)		Opening Date 10/05/2004	Closing Date 10/26/2004 or Until Filled	U.S. Citizenship Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See notes below)
# Posns one	Position Title Supervisory Pharmacy Technician		PD Number 04090-A	Pay Plan, Series, Grade GS-661-7
Service Pharmacy Service - Outpatient			Promotion Potential None	Salary Range \$39,949 - \$48,724 Per Annum
Duty Station Palo Alto, CA			Tour of Duty Rotating Shifts, Includes weekends	
Work Schedule <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intermittent <input type="checkbox"/> Part-time @ _____ hrs/wk		Subject to Bargaining Unit <input type="checkbox"/> Yes-Minimum posting: 15 work days <input checked="" type="checkbox"/> No-Minimum posting: 10 calendar days		Subject to Supervisory Probationary Period <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (First-time supervisors subject to 1 year)
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary NTE _____ <input type="checkbox"/> Term NTE _____		Subject to Drug Testing <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (See notes below)		Physical or Medical Examination Required <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (See notes below)
Travel and/or relocation expenses <input type="checkbox"/> are authorized <input checked="" type="checkbox"/> are not authorized		Applicants currently serving under recruitment or relocation bonus service obligation must notify this office of the conditions of their agreement.		
		Relocation bonus <input type="checkbox"/> is authorized <input checked="" type="checkbox"/> is not authorized	Recruitment bonus <input type="checkbox"/> is authorized <input checked="" type="checkbox"/> is not authorized	
Area of Consideration - For information on application procedures, see section on 'HOW TO APPLY' <input checked="" type="checkbox"/> All qualified, interested candidates.				
Point of Contact - Inquiries should be directed to the following individual at (650) 858-3951. Akiko Giordono, Human Resources Specialist				
REASONABLE ACCOMMODATION This office provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify this office. The decision on granting reasonable accommodation will be on a case-by-case basis.				
THE DEPARTMENT OF VETERANS AFFAIRS SUPPORTS A DRUG-FREE ENVIRONMENT				

***Review and referral of qualified candidates will be considered by close of business on 10/26/2004; and cutoff every two weeks thereafter or until position is filled/closed.**

DUTIES: Incumbent supervises outpatient pharmacy technicians at multiple sites. Supervisory responsibilities include: managing day-to-day operations, including resolution of problems with staffing assignments, drug distribution, drug storage, and drug accountability; evaluating leave requests and certification of time cards; ensuring controlled substances are securely stored with appropriate record keeping; conducting routine staff meetings; developing performance standards and communicating performance appraisals; interviewing and selecting new technician positions; developing competency assessment tools and education modules; orientating new employees; and developing and monitoring of performance improvement efforts. Enforces all security requirements for drug accountability and safety of section within clinic. This is a working supervisor position, and approximately 50% of the time will be spent performing technician dispensing duties. The technician is the first line communication between department and patient, nurse and/or other medical staff to serve the patients' needs either in person or over the phone. He/she answers routine questions regarding availability of drugs and dosage forms stocked in the pharmacy and location and status of previously requested refills. Independently problem-solves difficult refill requests and submits electronic progress notes to providers to request additional refills or new prescriptions. Informs a new patient on procedures to obtain new prescriptions, renew prescriptions and how to obtain refills through the mail program. Advises patients and/or staff members on current prescriptions status (medication profile) as required. Incumbent selects medication, which may include controlled substances from shelf and counts the correct number of medications or medical supplies as indicated for order. Filling orders involves counting, prepackaging, reconstituting, measuring and selecting required medication items or components. Assists the pharmacist with the inventory control and dispensing of controlled substances.

QUALIFICATION REQUIREMENTS:

Specialized Experience: One (1) year of specialized experience equivalent to the GS-6 level in Federal service. The experience may have been gained in hospital pharmacies, retail pharmacies, or in pharmaceutical firms or laboratories. Experience must have provided a basic knowledge of: Pharmaceutical nomenclature; Characteristics, strengths, and dosage forms of pharmaceuticals; Pharmaceutical systems of weights and measures; and the Variety of procedures and techniques involved in the care, storage, repackaging, bulk compounding, and distribution of pharmaceuticals.

Supervisory Qualification: Applicants must have demonstrated in their work experience or training that they have the potential to develop the qualities of successful supervision as listed below:

- Assign to and review work of subordinates, train and work effectively with subordinates from a variety of background and with different levels/areas of training.
- Plan and adjust work operations to meet changing or emergency program or production requirements within available resources and with minimum sacrifice of quantity or quality of work.
- Communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- Develop improvements in or design new work methods and procedures.
- Objectivity and fairness in judging people on their ability, and situations on the facts and circumstances.
- Capacity to adjust to change, work pressures, or difficult situations without undue stress.
- Willingness to consider new ideas or divergent points of view.
- Capacity to "see the job through."

Substitution of Education for Experience: None

Time-In-Grade Requirement: Candidates for advancement to General Schedule (GS) positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade level (GS-6) commensurate with the line of progression for this position.

VOLUNTEER EXPERIENCE: Appropriate credit will be given for voluntary participation in community, social service, and similar activities.

BASIS OF RATING: Your rating will be based on the quality of your experience as shown in your application and elements. Listed below are the knowledge, skills and abilities considered essential for successful performance in this position. These elements will be used to determine the highly qualified candidates to be referred to the selecting official. Provide, on a separate sheet of paper, a DETAILED description of your experience as related to the knowledge, skills and abilities listed below. Incomplete, vague, or contradictory information may affect your rating.

1. Ability to supervise subordinates while establishing a good working environment.
2. Knowledge of and ability to apply medication policies and procedures, formulary medication, and medical/pharmaceutical terms, nomenclatures, systems, etc. (In the processing of prescriptions.)
3. Knowledge of and ability to apply medication policies and procedures, formulary medication, and medical/pharmaceutical terms, nomenclature, systems, etc. (In the processing of unit dose orders and other orders for inpatient and clinic medications.)
4. Knowledge of and ability to apply medication policies and procedures, formulary medication, and medical/pharmaceutical terms, nomenclature, systems, etc. (In the processing of IV admixture orders and other compounded product orders.)
5. Ability to communicate effectively both orally and in writing.

SUPERVISORY PROBATIONARY PERIOD: First time supervisor will be subject to completion of 1-year probationary period for assignment to supervisory position.

ADDITIONAL NOTES:

- ◇ Funds Availability: The position being filled is subject to the availability of funds.
- ◇ Additional Vacancies: This announcement may be used to fill additional vacancies occurring within 90 days.
- ◇ U.S. Citizenship: If applicable, non-citizens may be appointed when no citizens are available in accordance with regulations issued by the Under Secretary for Health.
- ◇ Time-In-Grade Requirement: Candidates for advancement to General Schedule (GS) positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade level (or equivalent) commensurate with the line of progression for this position.
- ◇ English Language Proficiency: If applicable, individuals appointed to direct patient care positions must be proficient in spoken and written English as required by Title 38, United States Code (38 U.S.C.).
- ◇ TB Skin Screen Test: All applicants selected for employment with the VAPAHCS will be required to meet TB screening requirements before being placed into this position.
- ◇ Physical / Medical Standards: If applicable, candidates will be required to pass a physical examination.

- ◇ Drug Testing Position: All applicants tentatively selected for VA employment in a testing designated position are subject to random drug screen (urinalysis) for illegal drug use prior to appointment. Applicants who refuse to be tested will be denied employment with the VA.
- ◇ Direct Deposit / Electronic Funds Transfer: It is a policy of the Department of Veterans Affairs to require new employees to receive Federal wage and salary payment through Direct Deposit/Electronic Funds Transfer. On the first day of duty, new employees must bring their Social Security Card/Number, photographic identification card, and information regarding their financial institution.

HOW TO APPLY:

Employees of VAPAHCS - Submit VAF 10-2850c (Application for Associated Health Occupations) and Resume (optional), by the closing date of this announcement. Your responses to the factors listed under BASIS OF RATING above, must be received by the Human Resources office within 7 calendar days of the closing date of the announcement. (Optional)

All others, submit:

1. VAF10-2850c - Application for Associated Health Occupations; and Resume.
2. OF-306 - Declaration of Federal Employment. You must complete this form to determine your acceptability for Federal employment.
3. DD-214 - Military Discharge Paper indicating the period of service and the character of discharge. If you are claiming veterans preference, you must submit a copy.
4. SF-15 - Application for 10-Point Veteran Preference. If you are applying for 10-point veterans preference, you must submit this form and the required documentation specified on the reverse of the SF-15.
5. SF-50B - Notification of Personnel Action. Transfer/Reinstatement applicants must submit a copy of their latest/last SF-50B.
6. College Transcript – If required for the position or substituting education for experience, you must submit a copy of transcripts.
7. Performance Appraisal - Current/Former Federal employees must submit a copy of their most recent performance appraisal.
8. On a separate attachment(s), describe your work experience/education as it relates to each of the factors listed under BASIS OF RATING above.

To receive consideration, all application materials must be postmarked or received in this office by the closing date. Any information not submitted with your original application will not be considered. Failure to submit the requested material and response to the rating factors may result in a lower rating in the evaluation process.

All application materials will become the property of the Human Resources Management Service and will not be returned, used for other positions, or duplicated once submitted.

In accordance with 18 U.S.C. 1719, use of postage-paid government agency envelopes to file job applications is a violation of Federal law and regulation. Applications mailed in postage-paid government envelopes, sent by Federal agency special courier services or submitted through Federal fax machines will not be considered.

APPLICATIONS SHOULD BE MAILED TO:

VA Palo Alto Health Care System
Human Resources Management Service (05A)
3801 Miranda Avenue
Palo Alto, CA 94304